



| IFS assyst

Case study

How IFS is Driving Smart Employee-Centric Digital Transformation

IFS implements assyst to expand enterprise service management across the business, enhancing experiences for employees, partners, and customers



Summary



Challenge

As part of its ongoing IT transformation, IFS set out to expand its ESM use cases across the organization in order to continue to evolve employee and customer experiences. However, encountered several challenges when implementing key aspects of ESM using their current provider, ServiceNow.



Solution

IFS required an agile, easy to use tool to bring its ESM vision to life. To take advantage of the rich capabilities of assyst, IFS have chosen to chart their Enterprise Service Management across a few years, this ESM deployment will enhance service for Partners, Suppliers, Customers and Employees.



Results

To date, IFS has already implemented assyst on procurement as well as developed a new partner portal and set up automated hardware management workflows. Employees and partners are already seeing the benefits of more efficient, streamlined processes, whilst also benefiting from reduced admin times that allow them to focus on more strategic elements of their various roles. This has been achieved in a mere matter of weeks, further demonstrating the superior time-to-value of assyst.



Key Highlights

Serving over

10,000
customers

4,500
remote employees

Partner portal key
in driving

35% of the
revenue

5,500
laptops
managed
automatically and
visible in CMDB



Overview

It's no secret that the Covid-19 crisis completely disrupted the way we work, cementing the need for digital and hybrid approaches within all organizations. For IFS, a leading global cloud enterprise software company serving over 10,000 customers, the pandemic accelerated an IT transformation that had been set in motion years before.

Sal Laher, IFS' Chief Digital and Information Officer, who led the transformation said: *"By the time national lockdowns came into force in early 2020, we had already consolidated silos and moved 95% of our estate into the cloud. This allowed our 4,500 employees to immediately work remotely on any device, no matter where they were based. Two years later, we have been able to adapt to changing workplace expectations, continuing to digitize to give our staff all-important flexibility and choice."*

With people at the heart of the organization, a significant part of this transformation has involved evolving employee experiences (EX). Even before the pandemic, IFS recognized that delivering seamless EXs on all devices is not only essential for creating a fulfilled, more productive workforce, but also for delivering excellent customer experiences.

Shifting from IT Service Management (ITSM) to Enterprise Service Management (ESM) has therefore been a top business priority, giving IFS the ability to automate processes and extend service management best practice to employees across the organization, regardless of where they are working.

The challenge

To enhance its service management capabilities, IFS initially implemented ServiceNow to facilitate their ITSM processes. It then expanded its licensing to encompass other departments in the enterprise, beginning with HR and procurement. This involved building a HR portal to give employees access to a one-stop shop for all services, as well as standardizing procurement, including purchase order and supplier processes.

While this was effective, IFS wanted to go even further. But a much more user-friendly, agile tool is needed to bring its full ESM vision to life. This is where IFS assyst came in.

IFS' IT team knew it needed to approach the transition away from ServiceNow in a smart way. This meant steadily moving to IFS assyst as part of a three-year programme, ensuring the smooth transition of the various ongoing processes.

The solution

As a first step, IFS decided to build something completely new using assyst: a partner portal. Previously, partner engagement was handled through emails and phone calls, often creating friction for employees and partners alike. To address this pain point, the portal was implemented rapidly, providing its partner ecosystem with one place and a simple way to access everything IFS-related.

As part of the program, IFS also turned its attention to hardware asset management. This was an area the team found challenging with ServiceNow, which had resulted in everything being handled manually by IT teams through a spreadsheet.

Sal Laher explains: *“Using assyst, we quickly set up hardware asset management out of the box, meaning 5,500 laptops can be managed automatically and discovered by the system using a global Configuration Management Database.”*

Having deployed the partner portal and hardware asset management, IFS then began the transition off ServiceNow, starting with procurement. Within weeks, IFS was live with assyst on procurement, demonstrating the solution’s time to value and strong functionality.

The results

Despite it being early in the implementation process, IFS has quickly started to reap the rewards of adopting assyst across hardware asset management, procurement, and its partner ecosystem.

This year, IFS partners are chasing \$800 million of project implementation, accounting for 35% of its revenue. Ensuring that they have a portal to enable them to seamlessly raise requests, ask for demos, flag incidents, and track and trace these to completion has been key to effective and quick business.

Setting up hardware asset management has also proven to be extremely beneficial for IFS’ IT team, meaning they no longer have the time-consuming task of handling the process manually. By freeing up this admin time, local IT teams can now focus on addressing exceptional issues and providing better services across the board.

Sal Laher sums up the significant EX advantages of moving to assyst: *“If the workforce is feeling satisfied with internal processes, they will be able to focus more productively on the value-add aspect of their roles, rather than spending time on admin work. It’s about allowing people to think creatively and solve problems, which in turn enables them to provide more efficient and thoughtful customer experiences. In a short space of time, assyst is enabling us to do just this.”*




The future

Recognizing the importance of ESM for driving growth and revenue, IFS plans to continue expanding assyst use cases across the organization, gradually shifting processes off ServiceNow and in some instances creating new capabilities altogether.

Sal Laher looks at the bigger picture, exploring the three trends driving the future of ESM:

1. **“ESM will take off:** For years, key business decision-makers, including CFOs and CHROs, have seen the benefits of ITSM and are beginning to demand it is implemented more widely across businesses, moving towards ESM. This is becoming even more important in remote and hybrid environments, where employees may not have physical access to those in responsible for resolving issues.
2. **The beginning of an end-to-end service industry:** We’ll start to see ESM link more into field service management. This means an incident originating in HR or procurement will be able to flow through to a field service engineer, or vice versa, creating an end-to-end service industry.
3. **More automation:** The footprint of ESM will grow beyond the traditional ITIL concept to embrace more use cases around automation. We’ll move beyond traditional workflows and ticketing to more of a customer service management approach.”



Ready to start your transformation journey with IFS assyst?

We're here to help you grow better

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About IFS *assyst*

Global brands trust IFS *assyst* to automate complex business processes easily without fuss.

We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Our modern service management technology lets you automate service delivery and support so your customers get what they need fast, and you can focus on building the future of your organization. IFS *assyst* is uniquely easy to buy, set up, use, and upgrade. Whether you're in IT, HR, Facilities, Finance, or any other team that provides services to customers and employees, IFS *assyst* puts service management technology within your reach.

Our process automation takes the boring out of everyday tasks, allowing you to focus on work that matters.

Everyday we *assyst*!

About IFS our Parent company

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry-specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Find out more

For further information, e-mail assystme@ifs.com, contact your local IFS office or visit our website, <https://www.ifs.com/solutions/enterprise-service-management/>